



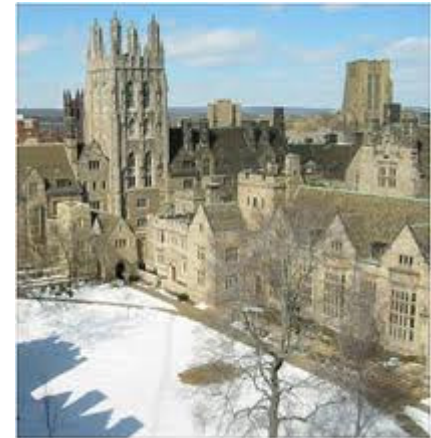
BOMGAR™
PARTNER NETWORK

BOMGAR

Solution Overview for

servicenow

New England LUG



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Matt Celona, Director of Strategic Accounts
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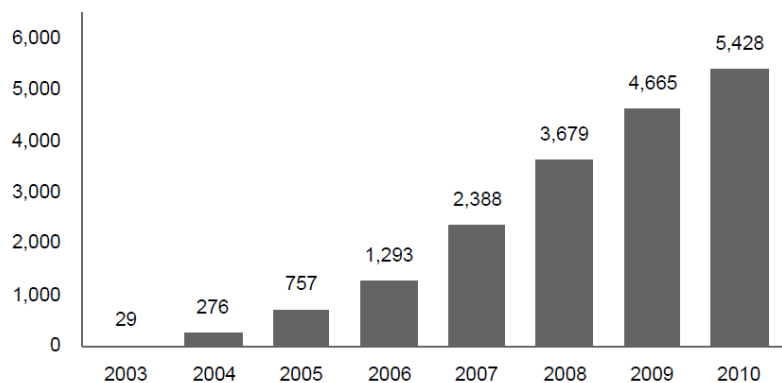


Bomgar At a Glance

Secure Remote Support for the Mobile Enterprise

- **2nd Generation Technology**
 - Supports Internal & External Networks
 - Supports Mobile, Servers, Desktops
- **6,700+ customers in 70+ countries**
- **Net Promoter Score = 65**
 - (Apple = 78, eBay = 65, Facebook = 65, and Google = 63)

Growing Customer Base



IT Inter-Operability



Enterprise Implementations



Who Runs Bomgar?

Financial Services

- 3 of the Top 6 Financial Data Services Co.s
- 9 of 36 F500 Insurance Companies



Education

- 44 of Top 100 Universities
- 4 of 8 Ivy League Schools



Healthcare & Pharmaceutical

- 2 of the Largest Healthcare Payors
- Pharmaceutical, Biotech, and Providers



Retail, Hospitality, & Foodservice

- 4 of the top 10 MKG Top 10 Global Resorts



Technology & Outsourcing

- 9 of top 20 IT outsource firms



Government & Defense

- 41 of 50 State Governments
- 7 of 14 Fortune 500 Aerospace/Defense
- 10 of 15 Departments of Exec Branch



Shared Bomgar + ServiceNow Customers

- American Express
- Ascension Health
- Career Education Corporation
- Chicago Mercantile Exchange
- Columbia University
- Covanta Entergy
- Coca-Cola
- CTC Wireless
- DRW Trading Group
- Emory University
- Endo Pharmaceuticals
- Facebook
- Fermi Labs
- Global Hyatt Corporation
- Intel
- Lennox International
- Medical College of GA
- Northern Trust
- Ohio State University
- Otterbox
- Pioneer Natural Resources
- Qualcomm
- ReSources
- ServiceNow
- Shaw Industries
- Texas Roadhouse
- University of Colorado
- Yahoo!
- Yale University



Fatality Per Year



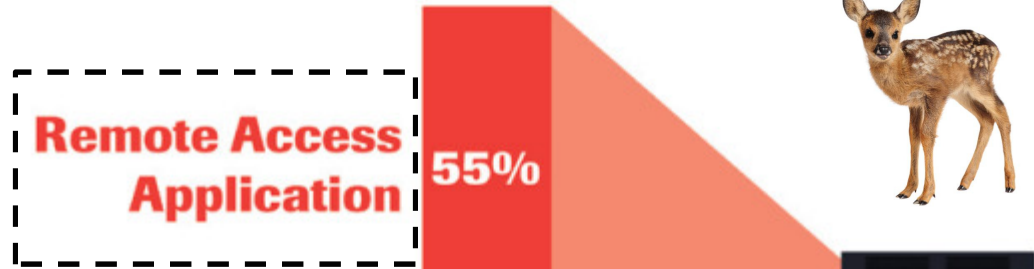
200

Fatalities Per Year

Remote Access Tools are the #1 Attack Pathway for Hackers

“Infiltration, or Method of Entry

Method of entry can vary and is most dependent on asset type. In 63% of our investigations in which a method of entry could be determined, the attacker simply leveraged an available remote access application. Couple this technique with default vendor-supplied credentials (i.e.



Highlight:

A Romanian gang is accused of stealing millions of dollars from U.S. Subway restaurant customers by hacking into credit card machines.

From a base in Romania, they are said to have searched the internet for vulnerable credit card readers with remote desktop software installed.

Method: The hackers logged into store computers by either guessing the passwords or using a password-cracking program where they then installed keystroke loggers. Then, after logging in by either guessing passwords or using a code-cracking programmes, they allegedly installed keystroke loggers.

This allowed them to obtain the details of thousands of credit cards used by customers at around 200 mostly Subway outlets all over the U.S.

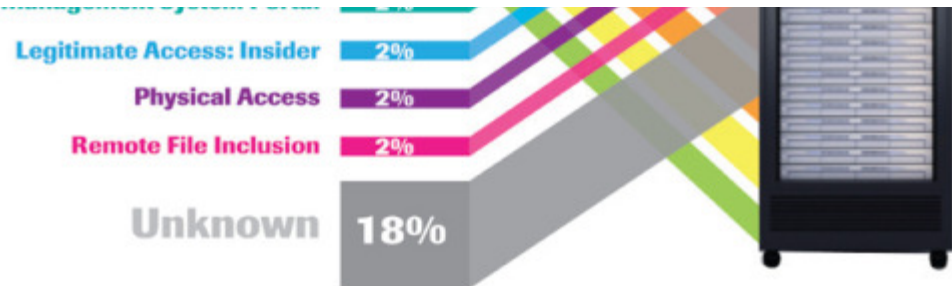


2011 Global Security Report
– Trustwave SpiderLabs

“Remote Access and desktop services are once again at the #1 spot in the list of attack pathways. 71% of all attacks in the hacking category were conducted through this vector.”



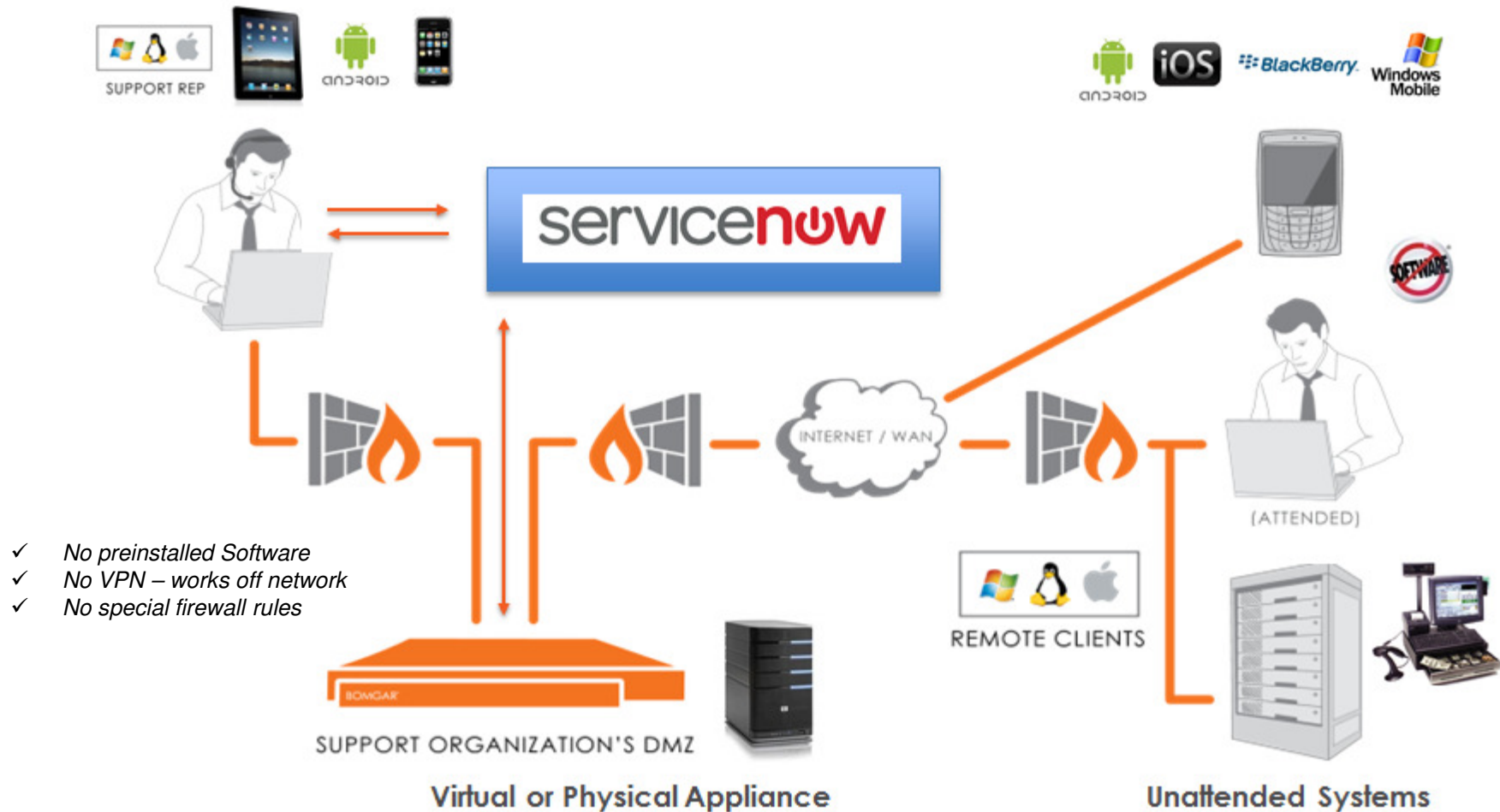
2011
Data Breach Investigations Report
– Verizon Business RISK Team



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How Bomgar Works

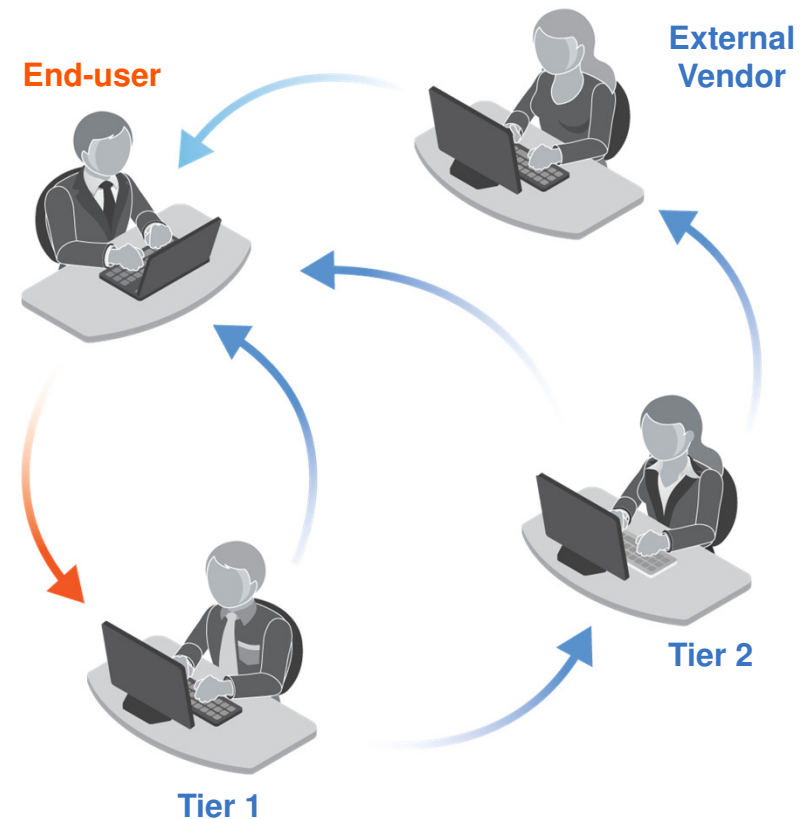
“Unified Platform for Remote Support,” Chat & Surveys



Advanced Collaboration

SEAMLESS COLLABORATION CROSS-PLATFORM

- Collaborate with end-users and other technicians on multiple platforms
- Securely invite external vendor independent of platform
 - Secure connection
 - Fully auditable
- Session details integrated with incident tracking system
- Increase on the job training



2 Free License Promotion for SNOW

www.bomgar.com/snowpromo

Two Free Bomgar Licenses

servicenow

Integrated Remote Support for All Your Systems and Devices

As a ServiceNow customer, you can leverage Bomgar's integration with ServiceNow to centralize support processes and strengthen compliance. To learn more about Bomgar's Enterprise Integration option, please see [Bomgar Integration Services](#).

Bomgar is now offering a basic free integration along with two free licenses for current ServiceNow customers. These two free licenses are yours whether you select the Bomgar Virtual Appliance (perpetually owned) or Bomgar Hosted (one year subscription). [Compare the Bomgar Virtual Appliance with Bomgar Hosted](#) options.

What is Bomgar?

With Bomgar, you can control remote Windows, Mac and Linux computers and servers from anywhere. The systems don't even need to be in your network!



** Two Free Bomgar Licenses promotion is valid for new Bomgar customers only.



First Name:

Last Name:

Company:

Country:

Phone:

Email:

ServiceNow Instance URL:

I'm interested in:

[Compare Bomgar Options](#)

How did you hear about the promotion?:

Representative Name:

Additional Comments:

Claim Your Licenses